

An Evaluation of Municipality Services in Sivas, Turkey through the lens of CSS scope

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Abstract: *For quite a long time, municipalities in Turkey are offering a wide array of exceptional services such as art courses, dining & drinking, health & elderly care, cultural services etc. In this paper, through public administration and Turkish law, we take a look at basic missions of municipalities and then, move on for an evaluation of these exceptional services through corporate social responsibility perspective. Our work tries to answer the question whether these municipality actions can be considered as socially responsible management or not. Authors argue that, due to increased competition among political parties, municipalities are expanding their services beyond their mission stated in Turkish law.*

We also visit the concept of corporate social responsibility in this paper and provide brief descriptions from existing literature. In the last section of the paper, we conduct a quantitative survey with the residents of Sivas city. By using this survey, we aim to understand how residents of Sivas evaluate –beyond mission- services of their municipality. Our survey includes questions and/or factors from European Union CSR initiative. We hope that results of this paper can open directions for further CSR and public administration research. With an emphasis on mission, responsibility and evaluation concepts, municipalities can review their stance and researchers can expand these empiric results for further knowledge creation.

Keywords: *public, administration, municipality, corporate, social, responsibility.*

